

JOSH MASON

CUSTOMER SUCCESS MANAGER

PROFESSIONAL SUMMARY

I uniquely help people and teams optimally perform, both personally and professionally. I've helped tens of thousands of individuals across dozens of companies grow and optimize themselves, they're teams, they're projects and they're clients for more than 10 years now. This has included working with over 10,000 children, training over 5,000 employees, coaching more than a dozen CEO's and C-suite Executives and managing over 20+ enterprise clients.

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EXPERIENCE

Customer Success Manager at Asite Solutions Pty Ltd, Sydney
APRIL 2019 — MARCH 2023

- 4+ years managing a diverse portfolio of over 20 enterprise and commercial clients from small to large, across industries such as construction, banking, manufacturing/robotics, and governmental departments on railroads, airports, refineries, mining sites and more, including; Rio Tinto, John Holland Group, Department of Transport NSW & Lang O'Rourke
- Personally developed new onboarding, implementation, training and customer management programs and automated processes, that were adopted globally, reducing time to onboard by 30% & churn rate by 25%.
- Held multiple roles including Client-Onboarding, Implementation and Training Specialist, Junior - Mid - Senior Customer Success Manager, Consultant, Product Expert
- Generated \$500,000 in upsell and cross-sell revenue.
- Mentored a junior CSM, reducing onboarding time by 100% and upskill time by 200%.
- Developed programs, reducing onboarding time by 30% and churn by 25%.

EDUCATION

Post Graduate Certificate of International Education at University of Nottingham, Nottingham

JANUARY 2017 — DECEMBER 2017

Bachelor of Commerce, Double Major: Business & Sports Science at University of Western Australia, Perth

FEBRUARY 2012 — NOVEMBER 2014

KEY SKILLS

- Operations
- Learning design
- Innovation
- Reskilling
- Upskilling
- Customer relationship management (crm)
- Coaching, training and development
- Project management
- Artificial intelligence for business
- Relationship building
- Business process analysis
- Product specialist / professional services
- Communication skills

Senior Learning and Development Manager at Goertek Pty Ltd, Qingdao

MAY 2016 — SEPTEMBER 2018

- Personally Designed and delivered training programs to over 10,000 internal staff, including frontline managers, mid-level directors, C-suite leaders and subsidiary company CEO's
- Managed L&D programs, increasing engagement by 30% and long-term retention by 50%.
- Expanded L&D to 5 cities, whilst managing the LMS, increasing employees trained by 200%.

Freelance Senior Learning & Development Specialist (PT) at Hisense Co.,Ltd. , Qingdao

JANUARY 2017 — DECEMBER 2017

- Designed and delivered a custom 1-year training program for Hisense, achieving 95% customer satisfaction and 150% training ROI.
- Received a 97% Trainer Evaluation score, resulting in a 20% increase in training contracts.

CEO & Founder at Cherrylane Fashion

JANUARY 2015 — JANUARY 2016

- Built and ran Cherrylane Fashion, generating \$10,000 in revenue within 1 month.
- Achieved profitability within 2 weeks, with a 100% gross profit margin and a 50% net profit margin.

Business Development Executive at Bloocow Marketing, Perth

JANUARY 2015 — JANUARY 2016

- Spearheaded business development efforts, expanding the company's client portfolio and driving revenue growth of over \$100,000 ARR.
- Excelled in client management, ensuring a 95% client retention rate and fostering long-term business relationships.
- Acquired entrepreneurial skills, leading to a 25% increase in sales and a 30% reduction in marketing costs.

PERSONAL LEAVE

MARCH 2023 — MARCH 2024

- Took a hiatus from full-time work due to long covid from march 2023 to march 2024

TECH TOOLS

- CRMs (Salesforce)
- AI Tools (Chatbots, API's, LLMs, more)
- Collaborative Work & Project Mgmt (Asana, Jira, Trello, Atlassian, ClickUp, Monday.Com, Slack, Hubspot)
- Doc Mgmt (Share Point, Asite Solutions, Aconex, Excel)

REFERENCES

- AVAILABLE UPON REQUEST

CONTACT DETAILS

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